

Notice of References Cited

Application/Control No.

09/919,302

Applicant(s)/Patent Under
Reexamination
SARLAY ET AL.

Examiner

Johnna R Stimpak

Art Unit

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U.S. PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

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	U	Maxima Advantage, from www.tmcnet.com, 2000 Call Center CRM Solutions Editors Choice, January 2000. www.tmcnet.com/articles/ccsmag/0100/0100labs1.htm
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